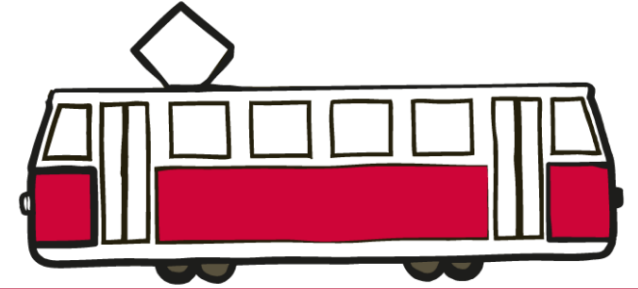




VIDEO TUTORIAL FOR EXCHANGE STUDENTS

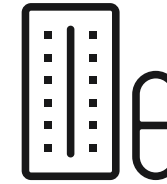


MEDICAL CARE

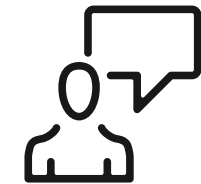
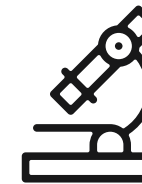
MEDICAL CARE

Non EU/ EEA students

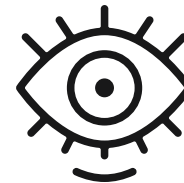
How to find a doctor with PVZP



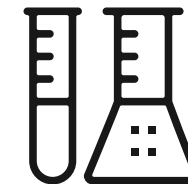
EU/ EEA students (EHIC holders)



Tips



Overview



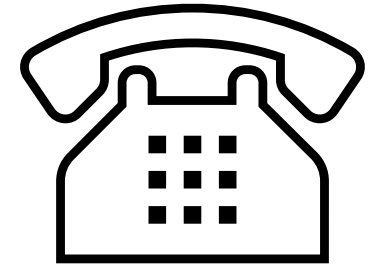
MEDICAL CARE - NON EU/ EEA STUDENTS

As a **Non EU/EEA student** you need to have a travel insurance covering comprehensive health care set up with PVZP a.s.

If in need of a medical care **ALWAYS** call the non-stop **Helpline** unless it is emergency.

272 09 99 43

info@axa-assistance.cz



MEDICAL CARE - NON EU/EEA STUDENTS

The helpline can

send a list of contracted doctors in the place of residence,
make an appointment to the doctor,
confirm whether the required care will be reimbursed or not.

You must always identify yourself by **the number of the insurance**
– it is stated on your insurance card.

If you **urgently need a doctor**, you can **visit public hospitals**.

The list of public hospitals is available [here](#).

[Search engine for contracted medical facilities](#)



MEDICAL CARE - NON EU/ EEA STUDENTS

At a Doctor / In a Hospital

When your doctor/nurse asks the insurance company, say '**private insurance from PVZP, code 333**'.

! If you say only VZP, doctors/nurses automatically think that you have public insurance with VZP ČR (code 111). It can create an unpleasant misunderstanding. !



MEDICAL CARE - NON EU/ EEA STUDENTS

What to do when Medical Care is charged

In case the doctor wants to charge you directly for the provided care, she/he should notify you in advance.

Keep everything - medical report, test results, receipt, prescription for the drug (if taken by the pharmacy, make a screenshot) - just scan or take a picture so that everything is readable
Fill in the [form](#) and send it directly to the headquarters oznameni.udalosti@pvzp.cz or fill out the form [online](#).

Hospitals usually invoice directly to the insurance company.



MEDICAL CARE - EU / EEA STUDENTS

Holders of EHIC (EUROPEAN HEALTH INSURANCE CARD)

Upon your arrival [we recommend](#) to register your card (EHIC) at Czech Insurance Provider - less paperwork at the doctor.

(see [here](#) for more information where to register the EHIC).

In case you are not registered, you will be asked to fill a few forms before the treatment.
For detailed information see [here](#).

Friendly warning: Not all the treatments are covered by the EHIC.

WE RECOMMEND that YOU HAVE EXTRA COMMERCIAL TRAVEL INSURANCE.

[Official website for EHIC holders staying in CZ](#)



MEDICAL CARE - EU/ EEA STUDENTS

In case of **medical emergency**, the urgent transportation by ambulance to the hospital is covered by the insurance system and is provided free of charge. Have the EHIC or Provisional Certificate, with you.

Treatment of medical specialists – you need to be referred by the GP.

Detailed information [here](#).



MEDICAL CARE - TIPS

List of the medical care facilities (GP, Dentist, Hospital ...) can be found [here](#).

Should you be taking medicine regularly, get advise from your GP or specialist before coming to CZ. Some medicine might not be sold here nor prescribed by other doctors.

Take care of your mental health.

Should you need help, contact the [Psychological Assistance of CU](#).

In the Czech Republic non-prescription medicines are sold only in pharmacies (Lékárna).

If you do not know what to do, talk to your IO Coordinator.



MEDICAL CARE - OVERVIEW

Non EU/ EEA students must have a travel insurance covering comprehensive health care set up with PVZP a.s. before they come to the CZ.

EU/EEA students should be holders of EHIC and register the card upon their arrival. As not everything is covered by the general insurance (EHIC), it is recommended to have a private travel insurance as well.

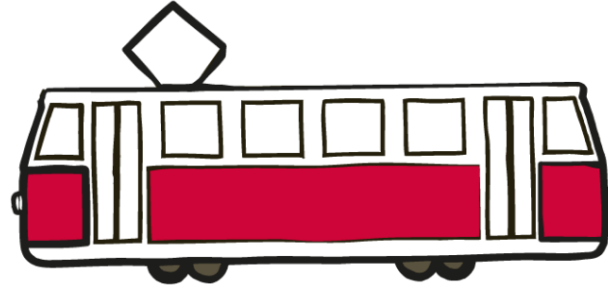
Emergency medical care is free of charge as well as the transport to the hospital. Visit at the dentist or specialist is usually paid.

In non life threatening situations always call
your insurance company (EU/EEA students),
The AXA helpline (Non EU/ EEA students).





FACULTY
OF SOCIAL SCIENCES
Charles University



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